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EOPSS - COMiT

End User Guide

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Training Objectives

Objectives

Upon Completion of this Guide, you will be able to:

- Follow the OTIS Business Flow Process for IT Service requests
- Navigate the OTIS IT Service Request Fulfillment Process using COMiT
 - Log on to the EOPSS COMiT Self Service Portal
 - Create a IT Service Request
 - Attach a document to a Service Request
 - View your submitted IT Service Request(s)
 - Update your COMiT user profile

COMiT URL

The COMiT URL is available to all EOPSS Customers for IT services:

<https://comit.state.ma.us>

COMiT

What is COMiT?

COMiT, [**kom**-it], is an IBM – Tivoli Service Request Management tool used to request IT services and/or report problems with IT services offered and supported by the EOPSS to both their internal and external customers. Each Service Request received is classified based on the current EOPSS IT Service Catalog and directed to the EOPSS Line of Business that is responsible for that specific IT service.



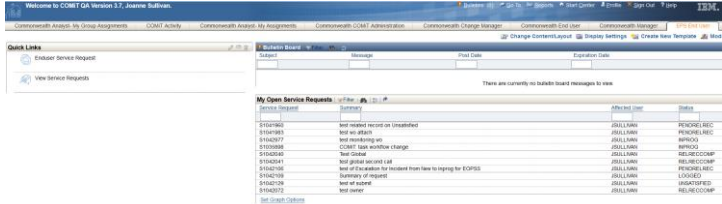
An EOPSS end user may raise a Service Request by using the Self Service Portal within COMiT, sending an email service request to the Public Safety Data Center Operations group, or by calling the Public Safety Data Center Operations group directly.

The Self Service portal is displayed to an EOPSS End User Requestor automatically after logging into COMiT. E-mailing or calling the Public Safety Data Center Operations directly allows a Public Safety Data Center Operations Analyst to create a new Service Request on behalf of the Requestor using the Service Request application.

When using the Self Service portal, the Requestor (End-User) will be required to supply a Summary and Details about the IT service request. The service request will then be electronically sent to the Public Safety Data Center Operations group. Based on the information provided by the Requestor, the Public Safety Data Center Operations Analyst will classify the service request and will initiate the COMiT automated workflow process. The Requestor will be notified via e-mail once the service request has been submitted and once the service request has been resolved. If the Requestor replies to the email within the 7 days that they are not satisfied, the status of the Service Request is automatically changed to **UNSATISFIED** resulting in a renewed effort to satisfy the service request. After 7 days pass without an unsatisfied response from the customer, the Service Request is automatically closed.


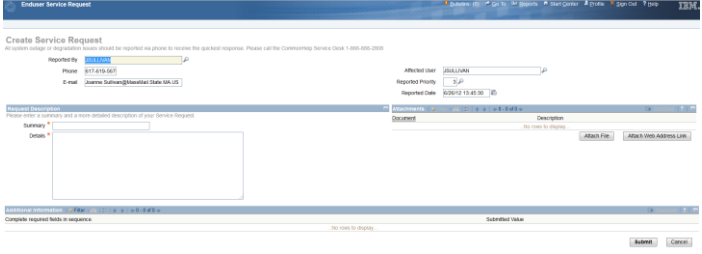

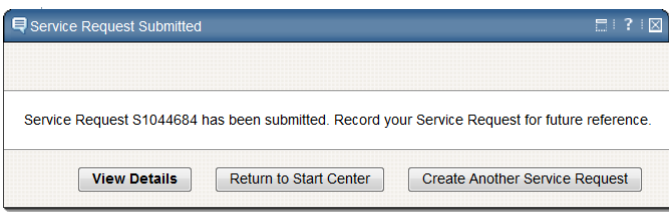
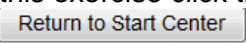
Logging into COMiT

Accessing and Logging onto COMiT Since it is a web based application, COMiT is accessed via the Internet. Follow the steps below to access and log into COMiT.

Step	Action	Result
1	Access COMiT at: https://comit.state.ma.us The log in screen will appear on which you will need to enter your user name and password.	COMiT login screen will display 
2	Enter your login name in the user name field Note: User name is case sensitive. Most user names are first initial and last name. Your User name will be e-mailed to you via COMiT.	
3	Enter your password in the password field Note: Passwords are case sensitive. Your initial Password will be e-mailed to you via COMiT.	
4	Click the  button	The Start Center page will display: 

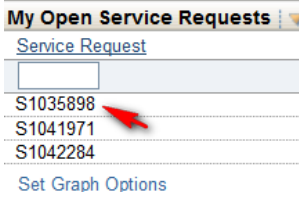
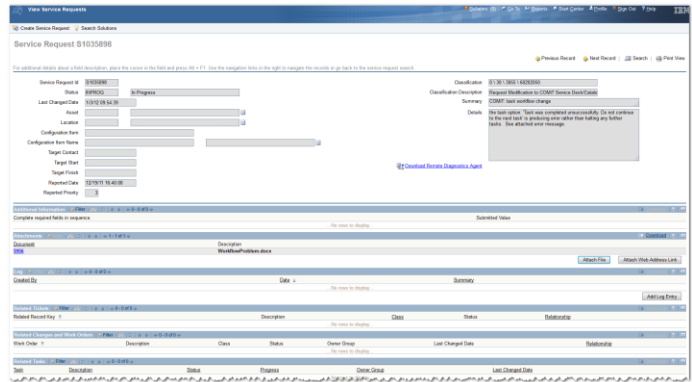

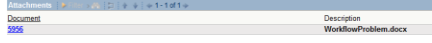
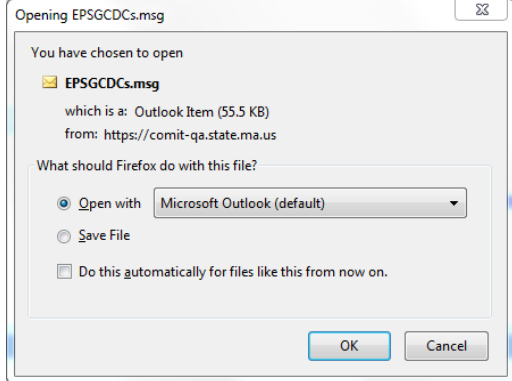

Service Request

Create an IT Service Request Follow the steps below to create an IT Service Request

Step	Action	Result
1	Click the  Enduser Service Request link	The Main Create Service Request page will display: 
2	Populate the Summary field with a brief description of your service request or issue. Please note: This is a required field.	
3	Populate the Details field with additional and/or more specific information pertaining to your service request or issue. Please note: This is a required field.	
4	Click the  button	The Service Request Submitted message will display: 
5	Click the appropriate button:(For this exercise click the  button)	View Details : will bring you to the Service Request page (see page 5 of this document) Return to Start Center : returns you to Start Center (see page 3, step 4 of this document) Create Another Service Request : brings you to the Main SR page (see step 1 above)

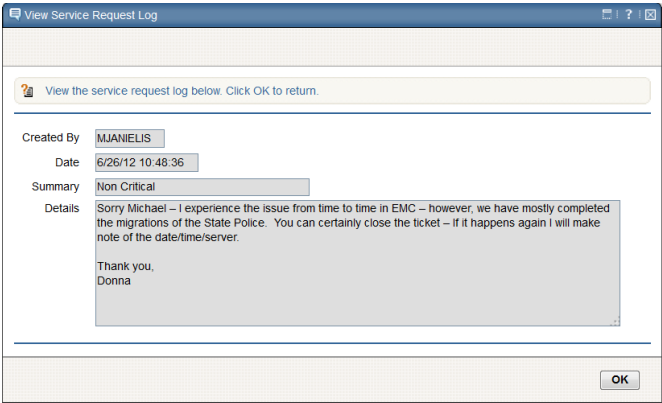



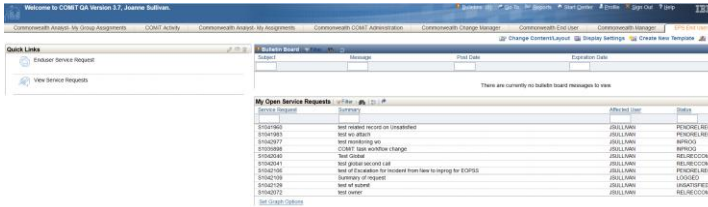
Viewing Service Request(s)

Viewing Your Service Request(s) Follow the steps below to view your submitted IT Service Request(s)

Step	Action	Result
1	On the Start Center, your Active SR's will be listed on under the My Open Service Requests portlet	
2	Click the ticket number of the ticket that you would like to view 	The Main SR page will display: 
3	To view the Additional questions particular to this classification, see the Additional Information section	Additional Information portlet is view only 
4	To view an attachment, if applicable, see the Attachments portlet and click the link to the document 	The Opening document message will display:  Click the  button to display the document

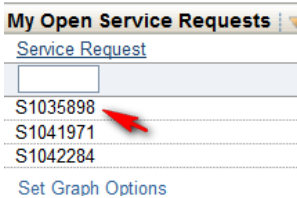

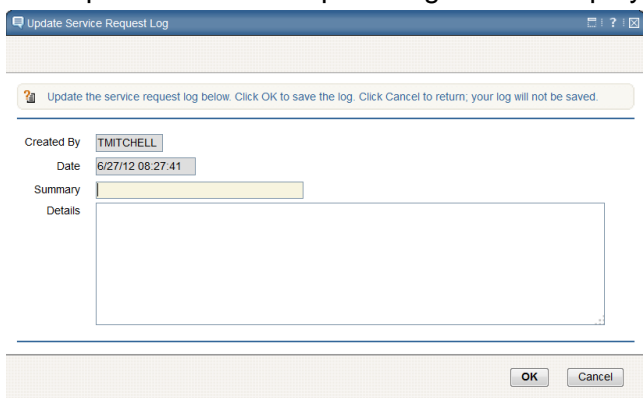
Viewing Service Request(s), continued

Viewing Your Service Request(s), cont. Follow the steps below to view your submitted IT Service Request(s), continued

Step	Action	Result
5	To view a Log Comment, if applicable, see the Log portlet (in this example there are 5 comments) and click the comment you want to read	<p>The View Service Request Log box will display the details of the comments:</p>  <p>Click the  button to close the box</p>
6	To view a Related Incident ticket, see the Related Tickets portlet	<p>Related Incident portlet is view only</p> 
7	Click the  link to return to the Start Center page	<p>The Start Center page will display:</p> 

Log Comments

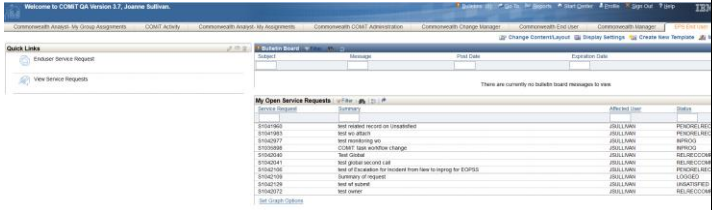
Log a Comment on Your IT Service Request Follow the steps below to log a comment to your IT Service Request

Step	Action	
1	On the Start Center, your Active SR's will be listed on under the My Open Service Requests portlet	
2	Click the ticket number of the ticket that you would like to view 	<p>The Main SR page will display:</p> 
1	Click the Add Log Entry button in right bottom corner of the Log portlet	<p>The Update Service Request Log box will display:</p> 
2	Populate the Summary field	
3	Populate the Details field	
4	Click the OK button to close the box	

Log Comments, continued

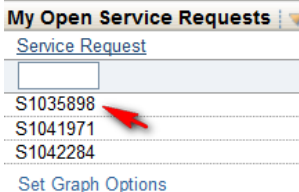

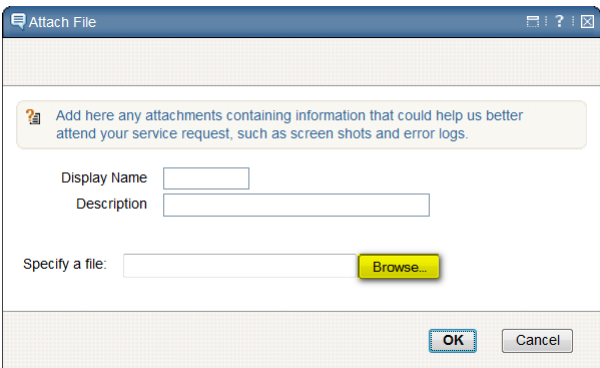
To Log a Comment on Your IT Service Request, cont.

Follow the steps below to log a comment to your IT Service Request

Step	Action	
5	Click the Start Center link to return to the Start Center page	<p>The Start Center page will display:</p>  <p>The screenshot shows the COMiT Start Center interface. It includes a navigation bar at the top with links like 'Home', 'My Open Service Requests', 'My Closed Service Requests', 'My Pending Service Requests', 'My Assigned Service Requests', 'My Assigned Change Requests', 'My Assigned Incidents', 'My Assigned Problems', 'My Assigned Knowledge Base Articles', 'My Assigned Tickets', 'My Assigned Requests', 'My Assigned Change Requests', 'My Assigned Incidents', 'My Assigned Problems', 'My Assigned Knowledge Base Articles', 'My Assigned Tickets', 'My Assigned Requests'. Below the navigation bar, there is a section titled 'My Open Service Requests' which displays a table of open requests. The table has columns for 'Request ID', 'Request Title', 'Request Status', 'Request Category', 'Request Subcategory', 'Request Priority', 'Request Assigned To', 'Request Assigned To Email', 'Request Assigned To Phone', 'Request Assigned To Fax', 'Request Assigned To Mobile', 'Request Assigned To Pager', 'Request Assigned To Email', 'Request Assigned To Phone', 'Request Assigned To Fax', 'Request Assigned To Mobile', 'Request Assigned To Pager'. The table lists several open requests, including 'Test incident record on Unavailable', 'Test no attach', 'Test pending on', 'Test date another change', 'Test change', 'Test global service call', 'Test off of database for incident from here to trigger for EOPSS', 'Test off of request', 'Test request', and 'Test request'.</p>

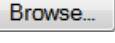
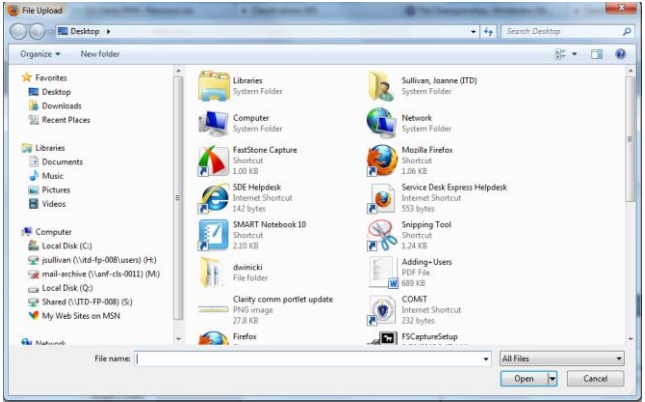


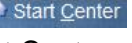
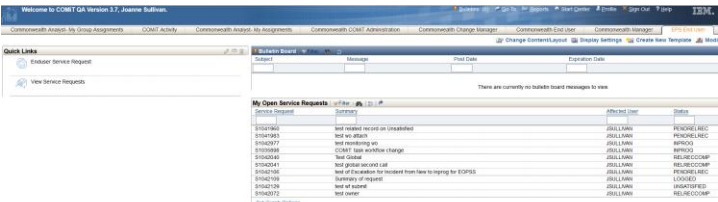
Attachments

Add an Attachment to Your IT Service Request Follow the steps below to add an attachment to your IT Service Request

Step	Action	
1	On the Start Center, your Active SR's will be listed on under the My Open Service Requests portlet	
2	Click the ticket number of the ticket that you would like to view 	The Main SR page will display: 
3	Click the Attach File button in right bottom corner of the Attachments portlet	The Attach file box will display 


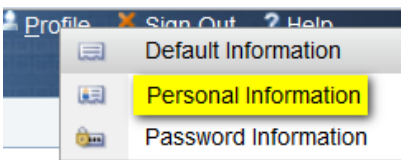
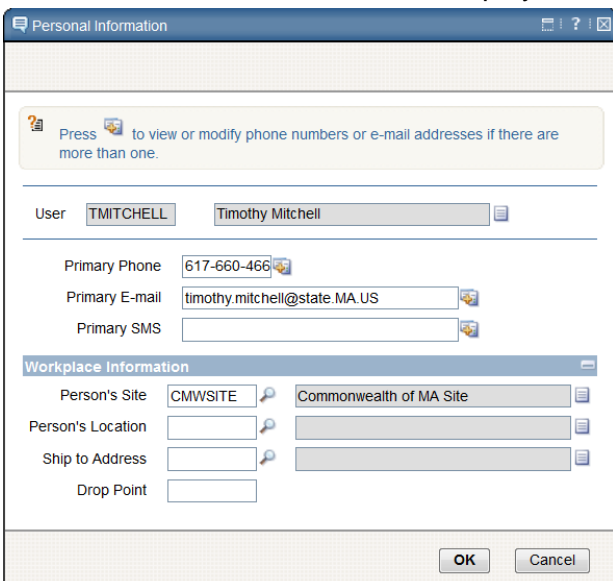

Attachments, continued

Add an Attachment to Your IT Service Request, cont. Follow the steps below to add an attachment to your IT Service Request, continued

Step	Action	
4	Click the  button to locate the file to be attached	The File Upload box will display: 
5	Locate the file and click on it	
6	Click the  button to attach the document	
7	Click the  button to close the box	The document is listed as a link in the Attachments portlet
8	Click the  link to return to the Start Center page	The Start Center page will display: 


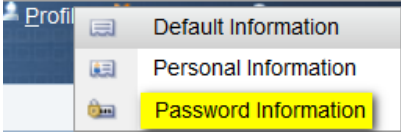
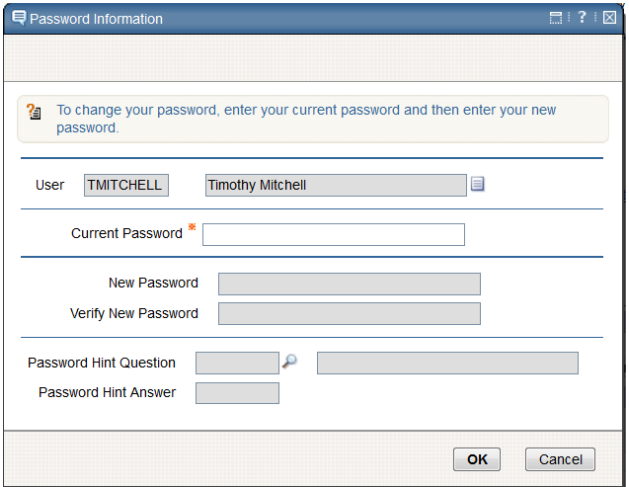

Updating your User Account

Updating Your COMiT User Account Follow the steps below to update your COMiT User Account

Step	Action	
1	From the Start Center page, click the  Profile link in the upper right of the page	A sub menu will display:  The sub-menu shows options: Default Information, Personal Information (highlighted), and Password Information.
2	Click the Personal Information option	The Personal Information box will display:  The box contains fields for User (TMITCHELL, Timothy Mitchell), Primary Phone (617-660-466), Primary E-mail (timothy.mitchell@state.MA.US), Primary SMS, Workplace Information (Person's Site: CMWSITE, Commonwealth of MA Site), Person's Location, Ship to Address, and Drop Point. OK and Cancel buttons are at the bottom.
3	To change your phone number, click in the Primary Phone field and enter your correct telephone number	
4	To change your email address, click in the Primary E-mail field and enter your correct email address	
5	Click the  button to close the box	

Changing Your Password

Changing Your Password Follow the steps below to change your COMiT User Account

Step	Action	
1	From the Start Center page, click the  Profile link in the upper right of the page	A sub menu will display: 
2	Click the Password Information link	The Password Information box will display: 
3	Enter your current password in the Current Password field	
4	Press [Tab] key or click the New Password field	The New Password and Verify New Password fields become active
5	Type in your new password in the New Password field	
6	Re-type your new password in the Verify New Password field	
7	Click the  button to close the box	